# Document Scanning Proposal
**for**
# City of Mount Vernon, NY
# Building Department - Phase 1

**May 24, 2024**

**Submitted By:**
**Nick DeBenedetto**
**Business Development Manager - eBizDocs, Inc.**
*(518) 456-1011* | ndebenedetto@ebizdocs.com

# Statement of Services
# Scope of Work

## 1.0 OBJECTIVE

The objective of this proposal is to provide preparation and scanning of the following files for the City of Mount Vernon:

- Building Department

The project will be converted in our Menands, New York production facility according to the requirements detailed in this Statement of Work.

EBizDocs,Inc. (EBIZ) will work closely with the designated representatives from the City of Mount Vernon throughout the term of this project to provide for a smooth, timely, confidential and successful partnership.

## 2.0 SUMMARY OF CONTENTS

The following sections are included in this SOW:

Production Contacts
Pickup and Delivery
Conversion Services
Transmission of Images
Post Scan Indexing
Delivery and File Back-up
Facility, Production and QC Overview
Pricing Schedules

## 3.0 PRODUCTION CONTACTS

The conversion will be managed by a team consisting of the following EBIZ individuals, who will be responsible for completion of production activities.

1. Kara Heniges — Project Manager
   (518) 456-1011 ext. 1020
2. Ken Major — Network Systems Analyst
   (518) 456-1011 ext. 1019
3. Nick DeBenedetto — Business Development Manager
   (518) 495-8655

## 4.0 PROJECT PICKUP AND DELIVERY SCHEDULES

The City of Mount Vernon will box all records for pick-up by driver and delivery to EBIZ's production facility in Menands. Shipment dates, schedules and volume of boxes to be determined.

Based upon the supplied image volumes, EBIZ anticipates the production time on a typical pick-up to be 120 to 180 days from the date of pick-up.

## 5.0 DOCUMENT PREPARATION

Document preparation will be needed to remove staples, paperclips, sticky notes and documents from the paper prior to scanning and will be completed by EBIZ.

- Some maps are fragile, damaged and may require further prep and/or repair and will be charged according to the severely damaged price point.
- Items will not be placed back into folders/subfolders but kept in the scan batch format after scanning.
- Any documents with mold will not be scanned.

## 6.0 CONVERSION SERVICES

- All documents, both small and large, will be scanned on state-of-the-art high-speed scanners and large format scanners to multi page 300 DPI, black & white, TIFF files
- Grand total number of building folders is 11,400 (as per Bldg. Dept, Mt. Vernon)
- Number of large per folder is 15 (as per Bldg. Dept, Mt. Vernon)
- Residential and Commercial folders do not need to be listed separately, combine them (as per Bldg. Dept, Mt. Vernon)
- Do not scan folders
- There is no color required on small format (up to 11x17) or large (over 11x17) documents
- EBIZ will scan files in the order received
- All contents of folder will be captured
- Blueprints only (large format blueprints), must have both front and back captured, all other plans will have fronts scanned only, regardless of writing/notes on back
- Maps/Plans from "Graveyard" are extremely damaged, fragile, many are dirty, and some contain mold. Dirt will be removed from plans prior to scanning.
- EBIZ will not scan moldy documents and those with mold will be returned unscanned.

EBIZ is not able to improve the quality of a poor original. If poor quality originals are found, a "Best Image Available" document may be scanned prior to the original imaged document.

### 7.0 INDEXING/FILE NAMING

Indexing will be completed according to the criteria listed below:

- Residential and Commercial Folders and Rolled/Loose Plans:
    - SBL: Located on folder tab of folder/ front of plan for loose & rolled plans
    - Indexing information for Section, Block and Lot will be taken from readable Barcodes on file folders. A tag and match file may be provided to apply additional index fields.
- Graveyard plans: index by box, then map1, map2, etc.

EBIZ will provide a POC of the images and directory formats for approval by the City of Mount Vernon prior to entering into production.

## 7.0 TRANSMISSION OF IMAGES

EBIZ will send the images SFTP to their preferred platform and all records will be returned to the City of Mount Vernon. EBIZ will securely transmit images to the required location.

## 8.0 IMAGE RETRIEVALS DURING PRODUCTION

While the Records are at EBIZ during production, a process will be determined for easy access to the images when requested. Requests by Authorized Representatives from the City of Mount Vernon can be made and delivered via email. Retrievals will be returned within a maximum of 72 hours from the receipt of the request. The cost is $19.00 for each retrieval.

Retrieval: One record pulled from one file = one retrieval. All FedEx, USPS, UPS, or other ground service costs incurred are not part of this pricing structure and will be billed accordingly.

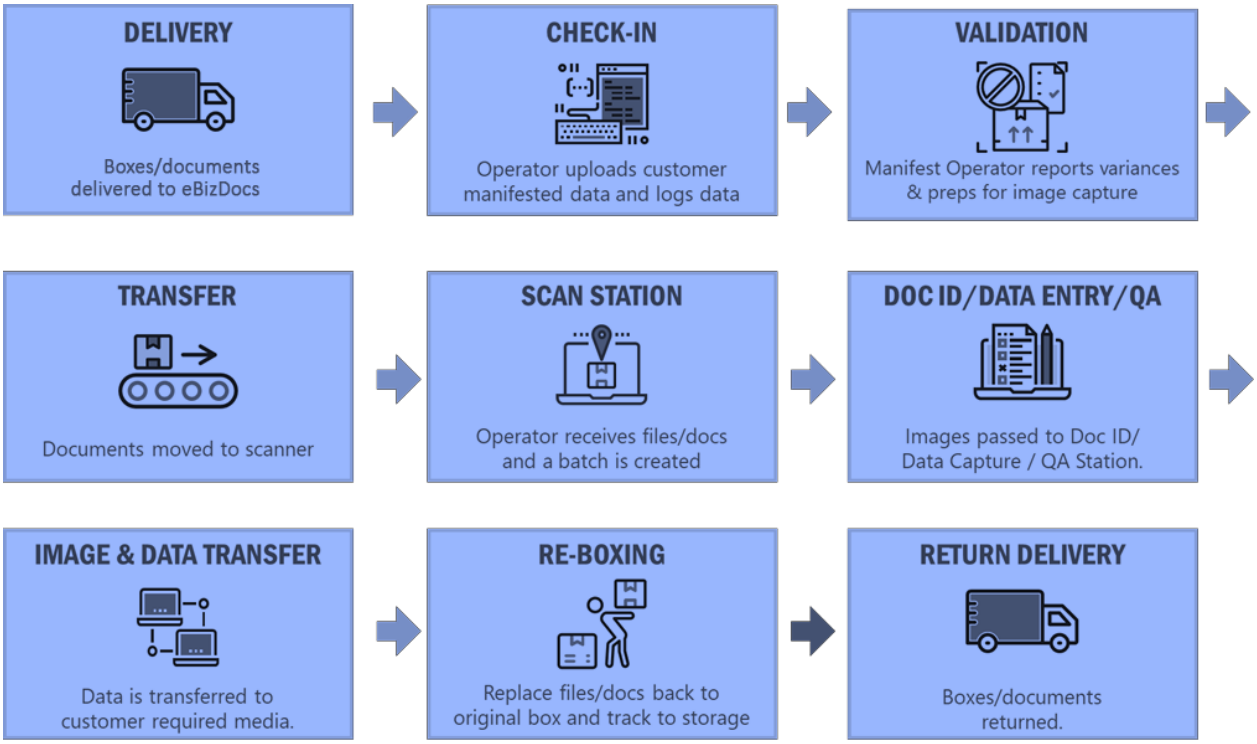
## 9.0 SERVICE LEVEL AND RETENTION

Documents will be returned to the City of Mount Vernon once scanning is complete.

## Production Planning and Process Control Activities

The Production phase commences with the transfer of project knowledge from Ramp up to production personnel through systematic training. A team of cross-functional personnel carries out the production activities. This team is dedicated to meet the customers' requirement in terms of quality, timeliness and other deliverables. The cross-functional team contains expertise for document preparation, conversion instruction, ramp up, software, and production planning activities.

The initial activity in the production phase is the creation of the project management/implementation plan that describes the quality objectives, the project deliverables, project schedules, resource requirements, training schedules, risk assessment, risk mitigation plans and individual responsibilities towards meeting the project targets and deliverables.




## The following are examples of quality measures within the project:

## Document Preparation - Paper Audit (If warranted)

- EBIZ will insert a "File Level" barcode sheet as well as "Document Type" barcode labels on the various document types within the file.
- Paper files will be audited to validate the document preparation process is complete and accurate prior to being sent to the scanning area.

## Scanning – Attended Mode QC

- Scan in "Attended Mode" to assure that the best quality image is rendered
- Visually inspects each image as it is captured and interrupt scanning if any issues that comprise image quality are detected such as double feeds, folded corners, light images, dark images etc.
- While attended mode scanning is slower that unattended scanning, it provides the first line of image quality control and avoids re-scanning documents.
- EBIZ utilizes auto-blank page deletion when dropping the back side/page of a paper document with no content. This process is over 99% effective/accurate provided the backs are clean of smudges and darkened areas. With this process, backs with content will not be deleted but backs that have content, dark areas, or smudges will remain and be part of the image transfer stream.

## Image Clean-up Processes

- Image processing includes de-skew, de-speckle, black border removal and crop.
- EBIZ utilizes state of the art production scanners and image processing technologies to render the best possible electronic document images comparable to the quality of the original documents.
- Set-up entails scanner adjustments to assure the accurate and complete capture of the documents.

## Post Scan Automated QC

- QC steps are looking for a corrupt image, large image file size, etc.
- In addition, other steps are typically introduced which may include:
- Manually review blank backs and delete.

## Post Scan Visual QC

- After the automated QC has completed, a QC operator will perform visual QC of images and data prior to sending the batch to "Release". This is a random effort after all errors in the process have been corrected.

## Workflow QC

- If discrepancies are found within a batch in any step of the conversion process, then the entire batch is directed to Quality Control Module and re-processed to correct identified issues.

## Post Release QC

- An automated process is run against the batch to ensure all images and data have been written properly and none are corrupt.

# Project Pricing Detail
# City of Mount Vernon, Building Department
# Phase 1

| Mt Vernon | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Building Department - Phase 1 | | | | | | | | | |
| DESCRIPTION | Boxes | Property Folders | <= 8.5 X14 Images | Over 85.X14 to E Size Images | Small Per Image Cost | Plans per Image Cost | Per Keystroke Cost | Per Round Trip | Estimated Cost |
| Residential and Commercial Folders | 92 | 1,900 | 76,000 | 28,500 | $0.135 | $2.49 | | | $ 81,225.00 |
| Loose Plans | 3 | 188 | | 2,817 | | $2.49 | | | $ 7,014.33 |
| Graveyard (severely damaged plans) | 5 | 150 | | 2,293 | | $3.65 | | | $ 8,369.45 |
| Indexing | | 2,238 | | | | | 0.015 | | $ 335.70 |
| Transportation (round trip) | | | | | | | | $360 | $ 720.00 |
| **Totals** | **100** | **2,238** | **76,000** | **33,610** | | | | | **$ 97,664.48** |

**Above is the complete list of services priced in this agreement. Other services required and not outlined in this enclosure should not be implied.**

**Pricing is based on the quantities listed in this proposal. If the images are more or less than 10% of the assumed quantities, the per-image price is subject to change based on the number of images actually submitted.**

**EBIZ expects documents to be in orderly condition, not damaged by water or other contaminates, with easily identifiable index fields and light to medium prep of documents. If these conditions do not exist, boxes may be rejected, or price increase may apply.**

Invoices are due and payable thirty (30) days upon receipt. CUSTOMER shall be billed for and shall be responsible for paying all federal, state, county, local or other excise, sales or use taxes in connection with the provision of the Services as outlined in the SOW.

If CUSTOMER disagrees with an invoice, CUSTOMER shall timely pay that portion of the invoiced amount not in dispute and, within five (5) days of the due date, deliver written notice to EBIZ, specifying the basis of CUSTOMER's dispute. If, within ten (10) days of CUSTOMER's written notice, the parties cannot agree, EBIZ and CUSTOMER shall have the right to resort to any legal or equitable remedies available to them under law in order to finally resolve the dispute.

The parties agree that each party's liability in connection with or arising out of or pursuant to this agreement shall in no event exceed the amount of the charges hereunder for the respective services rendered. EBIZ makes no warranties regarding services or materials provided by it or by others (including, without limitation, implied warranties as to merchantability, fitness for a particular purpose, or warranties against infringement of any patent), either expressed or implied, except as provided herein, neither party shall be liable for any special, indirect, incidental or consequential damages in connection with or arising out of the furnishing, performance, or use of services and supplies hereunder, and shall have no other responsibility or liability with respect to any services or supplies provided hereunder except as is specifically set forth in this agreement.